

Language Access Plan (LAP)

Frequently Asked Questions



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1. My question is not listed in this FAQ. To whom do I contact?

If you have any questions, comments, or concerns that are not addressed in this FAQ or the Language Access Plan (LAP), please contact Jade Shain by email at Jade.Shain@okcommerce.gov.

2. What is the LAP?

The LAP directs the level of language assistance measures that ODOC and its subrecipients will provide to ensure that all Oklahomans, regardless of their level of English proficiency, can access and benefit from the diverse range of federally funded programs, projects, activities, and services.

3. Where can I read the LAP?

See the DR19 SharePoint: [20-Core Documents/20.004-Language Access Plan](#). If you receive a permission error, please contact me so I can provide you access. In the coming weeks, the finalized LAP will be published on ODOC's CDBG webpage.

4. Who is affected by the requirements described in the LAP?

The LAP directly impacts ODOC and its subrecipients. For all federally funded programs, projects, activities, or services, in whole or in part, ODOC and its subrecipients are required to provide meaningful access to Limited English Proficient populations.

5. Are state funded programs affected by the LAP?

If the program, project, activity, or service is entirely funded by the State, then the requirements described in the LAP may not be applicable.

6. What does Limited English Proficiency mean?

Limited English Proficiency, or LEP, refers to anyone who has difficulty speaking, reading, or writing in the English language.

7. What laws are in place to protect Limited English proficient populations?

The two main federal laws are Title VI of the Civil Rights Act of 1964 ([U.S. Department of Justice page](#)) and Executive Order 13166 ([U.S. Department of Justice page](#)).

8. Does Title VI apply to non-citizens of the United States?

Yes.

9. What is the difference between interpretation and translation?

Interpretation refers to oral communication between two or more languages, whereas translation addresses the written communication between two or more languages.

10. How does ODOC or its subgrantees provide interpretation services?

ODOC has a contract with Language Associates (405-946-1624; [website](#)). Language Associates can provide live, virtual, or phone interpretation. Interpretation services are always free for beneficiaries.

11. How does ODOC or its subgrantees provide translation services?

ODOC has a contract with Language Associates (405-946-1624; [website](#)). Language Associates can translate documents into dozens of different languages. The time to translate varies as it is based upon the size of the document and their current workload. Translation of documents are always free for beneficiaries.

12. When is ODOC or its subrecipient required to provide interpretation services?

ODOC and its subrecipients are required to provide interpretation services to any LEP individual who needs assistance, no matter how few there may be.

13. When is ODOC or its subrecipient required to provide translation services?

ODOC and its subrecipients are required to translate vital documents when the safe harbor threshold of 1,000 LEP individuals or 5% of the eligible population exists in the geographic area where a federally funded program, project, activity, or service takes place. For complete details, refer to section 3 of the LAP.

14. How much will this cost ODOC and its subrecipients?

The cost for interpretation services is \$65/hour with a one-hour minimum.

The cost for translation services is determined by the following formula:

$$\text{Translation Cost} = E \times R \times T$$

Where E is the English word count, R is the target language conversion ratio (1.7 for Chinese, 1.21 for Spanish, and 1.21 for Vietnamese), and T is the target language word cost per word (\$0.21 for Chinese, \$0.18 for Spanish, and \$0.20 for Vietnamese). Example: Suppose you had a 300-word document in English that you needed to translate into Chinese, Spanish, and Vietnamese.

Chinese: $300 \times 1.7 \times 0.21 = \107.10

Spanish: $300 \times 1.21 \times 0.18 = \65.34

Vietnamese: $300 \times 1.21 \times 0.20 = \72.60

For convenience, ODOC created a calculator.

15. What specific documents need to be translated, and into what languages?

See Table 9 in the LAP.

16. What is the Four Factor Analysis?

The Four Factor Analysis is a method that establishes the need for providing language assistance to LEP populations. The four factors are: (1) The number and proportion of LEP individuals; (2) The frequency of LEP interaction; (3) The importance of the program,

project, activity, or service, and; (4) Labor and financial resources available. ODOC assessed each of these factors in section 2 of the LAP.

17. Are the four factors in the Four Factor Analysis weighted equally?

No. This is explained in detail in section 3 of the LAP. In summary, Factor 1 carries the most weight because it is the factor that quantifiably evaluates whether there is a need to translate vital documents into another language.

18. What are “Vital Documents”?

Vital documents are documents that are crucial to the beneficiaries’ ability to learn about, access, and benefit from federally funded programs, projects, activities, or services. Vital documents must be translated based on the requirements described in section 3 of the LAP.

19. Are there many LEP individuals in Oklahoma?

Yes. There are hundreds of thousands of LEP individuals throughout the state.

20. I’m in charge of federally funded program X at ODOC. Where can I find federal guidance for my particular program?

Federal Agency
Consumer Financial Protection Bureau (CFPB)
Department of Agriculture (USDA)
Department of Education (ED)
Department of Energy (DOE)
Department of Health and Human Services (HHS)
Department of Homeland Security (DHS)
Department of Housing and Urban Development (HUD)
Department of Justice (DOJ)
Department of Labor (DOL)
Department of Transportation (DOT)
Department of Veterans Affairs (VA)
Environmental Protection Agency (EPA)
Equal Opportunity Employment Commission (EEOC)
Federal Election Commission (FEC)
National Aeronautics and Space Administration (NASA)
National Council on Disability (NCD)
National Credit Union Administration (NCUA)
National Endowment for the Arts (NEA)
Pension Benefit Guaranty Corporation (PBGC)
Railroad Retirement Board (RRB)
Social Security Administration (SSA)
US Commission on Civil Rights (USCCR)

US Occupational Safety and Health Review Commission (OSHRC) (Archived)
US Office of Special Counsel (OSC)

21. Where do I go to determine the number and proportion of LEP individuals?

Refer to the [LEP online map](#).

22. Can ODOC and its subrecipients use software to translate vital documents?

As amazing as this software is, it is not good enough for translation. Though not prohibited, the short answer is that machine translation should not be used by ODOC or its subrecipients when translating vital documents. The U.S. Department of Justice says that any translation produced by a machine should be proofread by a competent translator. Will that be less expensive than translating from English in the first place? The answer is unknown. But, if I were a translator, I would certainly charge more to proofread machine text than had you come to me with a translation proposal to begin with...

23. Are websites exempt from translation requirements?

Unknown at this time.

24. Who enforces the requirements to provide meaningful access to LEP populations?

Most federal agencies (DOE, HUD, DOT, etc.) have civil rights offices that enforce the requirements described in Title VI and Executive Order 13166.